



**North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities and Substance Abuse Services**

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Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Leza Wainwright, Director

February 9, 2010

MEMORANDUM

TO: LME Directors

FROM: Leza Wainwright 

RE: Updates to Quarterly LME Complaint Report Form

The Quarterly LME Complaint Report Form has been updated based on feedback from the LME Customer Service staff. The updates clarify documentation of investigations that are not complete at the time of data submission and assist the LMEs with submitting complete and accurate data.

The updated form can be found at

<http://www.ncdhhs.gov/mhddsas/statpublications/manualsforms/index.htm> under Forms.

The specific changes are:

- Each data entry column now includes a total that will allow you to verify that the numbers you entered equal the number of complaints relative to the data. This will help ensure accurate data submission.
- Under "Age of Consumer" and "Disability of Consumer" Removed the "Does Not Apply" row from each. (Page 1 of 5)
- Under "Person Making Complaint" Attorney has been removed as a stand alone category and added to "Consumer Advocate/Representative/Attorney". (Page 1 of 5)
- Under "Primary Nature of Complaint" "Confidentiality/HIPAA" has been deleted. Complaints about confidentiality/HIPAA are client rights complaints and should be entered in this category. (Page 2 of 5)
- Under "Primary Nature of Complaint" "Medication" has been deleted. Complaints about medication are Quality of Care complaints and should be entered in this category. (Page 2 of 5)
- Under "Primary nature of Complaint" the category list has been modified. Specifically, the order of the categories has changed. (Page 2 of 5)
- Under Section 2 Summary of Actions Taken, Final Disposition and Final Disposition Authority rows have been added to the disposition and action taken categories to account for investigations that have not been resolved at the time the data is submitted. (Pages 3 and 4 of 5)



- Under Section 2 “Number of Complaints over 30 days that were Reported to the LME and Investigated by an Agency Other than LME” has been placed in its own table. (Page 4 of 5)

The next quarterly report is due to the Division on February 20, 2010. Please submit data on the updated form. Please send questions to dmh.advocacy@dhhs.nc.gov.

Cc: Secretary Lanier M. Cansler
Allen Feezor
Michael Watson
DMH/DD/SAS Executive Leadership Team
DMH/DD/SAS Management Leadership Team
Yvonne Copeland
Patrice Roesler
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The Coalition Chair
SCFAC Chair
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Shawn Parker
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Jennifer Hoffmann
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LME Customer Service Staff

